COMMUNITY RESOURCE ASSISTANCE GUIDE

Jones County, NC

North Carolina Division of Workforce Solutions
COMMUNITY RESOURCE ASSISTANCE GUIDE

Jones County, NC

Agricultural Services

Agency Name: NC Cooperative Extension – Jones County Center  
Address: 357-A NC Hwy 58 S, Trenton, NC 28585  
Phone: 252.448.9621  
Fax: 252.448.1243  
Website: https://jones.ces.ncsu.edu/  
Hours of Operation: Monday – Friday from 8am-5pm (Except federal holidays)  
Service(s) Offered: Partners with communities to deliver education and technology that enrich the lives, land and economy of North Carolinians.

Agency Name: USDA North Carolina Farm Service Agency  
Address: 4026 Richlands Hwy, Jacksonville, NC 28540  
Phone: 910.455.4164 Ext. 2  
Fax: 844.325.6841  
Email: lesa.rawls@usda.gov  
Website: www.fsa.usda.gov  
Hours of Operation: Monday – Friday from 8am-4:30pm (Except federal holidays)  
Service(s) Offered: Aerial photography, disaster assistance programs, conservation programs, agricultural risk coverage & price loss coverage, energy programs, farm loan programs, farm reconstitutions, public affairs and outreach services.

Business Services

Agency Name: Jones County Office of Economic Development  
Address: 134 Industrial Park Drive, Trenton, NC  
Phone: 252.448.1315  
Email: jbender@jonescountync.gov  
Website: www.jonescounty.nc.gov  
Service(s) Offered: Provides information and assistance in the areas of improving the business climate; promoting economic development via identified sustainable economic growth pathways; assisting entrepreneurial activities, tourism and other business opportunities; and providing a variety of economic development and other services and information to residents, visitors, developers and businesses interested in Jones County.
**Childcare/Youth Services**

**Agency Name:** Coastal Community Action  
**Address:** 303 McQueen Blvd., Newport, NC 28570  
**Phone:** 252.223.1630  
**Email:** catissa.head@coastalca.org  
**Website:** www.coastalca.org  
**Hours of Operation:** Monday - Thursday from 8am-5pm & Fridays 8am-4pm  
**Service(s) Offered:** Help change lives by providing needed resources and support. Provides needed services to thousands of residents in our region annually. This includes Head Start and Early Head Start program. Serve the following counties: Carteret, Craven, Jones and Pamlico Counties.

**Agency Name:** Department of Social Services  
**Address:** 418 NC Hwy 58 N, Unit D, Trenton, NC 28585  
**Phone:** 252.448.2581  
**Fax:** 252.448.5651  
**Email:** jadams@jonescounty.gov  
**Website:** www.jonescounty.gov  
**Hours of Operation:** Monday - Friday from 8am-5pm  
**Service(s) Offered:** Provides Children’s Services, Child Support, Adult Services, Energy Assistance Support, Food Stamp/Work First (TANF), Medicaid and Transportation for the citizens of Jones County.

**Agency Name:** Jones County Partnership for Children  
**Address:** 115 Market Street, Trenton, NC 28585  
**Phone:** 252.448.5472  
**Fax:** 252.448.1500  
**Email:** jcpfc@embarqmail.com  
**Website:** https://www.jcpfc.org/  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except county holidays)  
**Service(s) Offered:** Provides programs and services for children ages 0 to 5. Supports child care, serves as a community resource and is a support of a growing effort to aid families and children in Jones County.

**Agency Name:** Jones County Schools  
**Address:** 320 W. Jones Street, Trenton, NC 28585  
**Phone:** 252.448.2531  
**Fax:** 252.484.1394  
**Website:** www.jonesnc.net  
**Hours of Operation:** Monday – Friday from 7:30am – 4pm  
**Service(s) Offered:** Jones County Schools, in partnership with home and community, will prepare all students for further education and to be productive, responsible citizens who function effectively in a changing world.
**Clothing/Furniture**

**Agency Name:** Goodwill Community Foundation (GCF) Global Donation Center & Store  
**Address:** 560 McCarthy Blvd., New Bern, NC 28562  
**Phone:** 252.635.4846  
**Website:** [http://www.gcfglobal.org/](http://www.gcfglobal.org/)  
**Hours of Operation:** Monday – Friday from 9am-8:30pm, Saturdays 9am-6pm  
**Service(s) Offered:** Retail store, clothing and other items at low cost.

**Agency Name:** Helping Hands Boutique  
**Address:** 2721 US Hwy 70, New Bern, NC 28560  
**Phone:** 252.633.6305  
**Website:** [https://www.coastalwomensshelter.org/helping-hands-boutique.html](https://www.coastalwomensshelter.org/helping-hands-boutique.html)  
**Hours of Operation:** Monday – Friday from 10am-4pm & Saturday 10am-1pm  
**Service(s) Offered:** Retail store, clothing and other items at low cost.

**Agency Name:** Religious Community Services  
**Address:** 919 George Street, New Bern 28570  
**Phone:** 252.633.2767  
**Website:** [www.rcsnewbern.com](http://www.rcsnewbern.com)  
**Hours of Operation:** Monday – Friday from 11am-1pm  
**Service(s) Offered:** Assist the poor, homeless, and most vulnerable populations with surrounding counties. Programs include the Community Kitchen, Clothing Closet, Temporary Shelter, Financial, Prescription & Transportation Assistance and Food/Clothing assistance, but we have other thriving programs to help nourish the whole person: Mind, body, and spirit.

**Agency Name:** Salvation Army Family Store  
**Address:** 310 Queen Street, New Bern, NC 28560  
**Phone:** 252.633.3921  
**Website:** [www.salvationarmyusa.org](http://www.salvationarmyusa.org)  
**Hours of Operation:** Monday – Saturday from 9am-4:30pm (Except holidays)  
**Service(s) Offered:** Retail store, clothing and other items at low or no cost.

**Disaster/Emergency Services**

**Agency Name:** American Red Cross – Cape Fear Area  
**Address:** 35 Shoreline Drive, New Bern, NC 28562  
**Phone:** 252.288.3674  
**Website:** [www.redcross.org](http://www.redcross.org)  
**Hours of Operation:** Call for an appointment (Except holidays)  
**Service(s) Offered:** Prevents and alleviates human suffering in the face of emergencies. Services include shelter, food, emotional support to victims of disaster; teach life-saving skills; provide international humanitarian aid and support military members and their families. They serve the communities of Brunswick, Carteret, Columbus, Craven, Duplin, Jones, Lenoir, New Hanover, Onslow, Pamlico, Pender, and Wayne Counties.
Agency Name: Jones County R. I. S. E.  
Address: P. O. Box 301, Trenton, NC 28585  
Phone: 252.397.0336  
Website: [www.jonescountyrise.com](http://www.jonescountyrise.com)  
Hours of Operation: Call for an appointment  
Service(s) Offered: Provides disaster/emergency services to the citizens of Jones County.

### Domestic Violence/Sexual Assault

| Agency Name: | Coastal Women’s Shelter  
Address: 1333 S. Glenburnie Road, New Bern, NC 28561  
Phone: 252.448.9971  
24-Hour Crisis Line: **252.638.5995**  
Email: cwspamlcico@coastalwomensshelter.net  
Website: [www.coastalwomensshelter.org](http://www.coastalwomensshelter.org)  
Hours of Operation: Monday – Friday from 8am-5pm (Except holidays)  
Service(s) Offered: Offer a comprehensive program to assist victims of domestic and family violence to Craven, Jones and Pamlico Counties. Services include a 24/7 crisis line, a safe house, court advocacy services, support groups, and crisis counseling. |

| Agency Name: | Promise Place  
Address: 115 S. Market Street, Trenton, NC 28585  
Phone: 252.448.1069  
24-Hour Crisis Line: **252.635.7096**  
Email: promiseplaceinfo@gmail.com  
Website: [www.promiseplacenewbern.org](http://www.promiseplacenewbern.org)  
Hours of Operation: Monday – Friday from 8am-6pm (Except holidays)  
Service(s) Offered: Services include a 24/7 crisis line, advocacy, community outreach, support groups, mental health and crisis counseling for citizens of Craven, Jones and Pamlico Counties. |

### Education/Training

| Agency Name: | Craven Literacy Council  
Address: 2507-A Neuse Blvd., New Bern, NC 28562  
Phone: 252.637.8079  
Email: info@cravenliteracy.org  
Website: [http://www.cravenliteracy.org/](http://www.cravenliteracy.org/)  
Hours of Operation: Monday – Friday from 8am-3pm (Except holidays)  
Service(s) Offered: Basic Literacy and English Language Proficiency, Math Competency, Skills Related to Computers and Employment, Test-Taking Preparedness for the GED, US Citizenship, etc. Offer free confidential tutoring for adults in Craven, Jones and Pamlico counties. |
Agency Name: **Job Corps**  
Address: 3101 Bismarck Street, Greenville, NC 27834  
Phone: 252.355.9067 Ext. 224  
Email: wright.brianna@jobcorps.org  
Website: [https://www.jobcorps.gov](https://www.jobcorps.gov)  
Hours of Operation: Call to schedule an appointment.  
Service(s) Offered: Offers a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16 to 24 improve the quality of their lives through career technical and academic training.

Agency Name: **Lenoir Community College**  
Address: 509 Hwy 58 N, Trenton, NC 28501  
Phone: 252.527.6223  
Fax: 252.448.1424  
Email: ghwiggins45@lenoircc.edu  
Website: [www.leniorcc.edu](http://www.leniorcc.edu)  
Hours of Operation: Monday – Friday from 8am-5pm (Except holidays)  
Service(s) Offered: Academic Programs, Distance Learning, Corporate and Continued Education Training, ED2Go Online Training Courses. HRD/Employability Skills/National Career Readiness Certificate. Also, provides a convenient location for job seekers and employers to find employment and training assistance.

Agency Name: **NC Division of Vocational Rehabilitation**  
Address: 2832 Neuse Blvd., New Bern, NC 28562  
Phone: 252.514.4727  
Toll Free: 877.858.8470  
Website: [www.ncdhhs.gov/division/dvrs](https://www.ncdhhs.gov/division/dvrs)  
Hours of Operation: Monday - Friday from 8am - 5pm (Except holidays)  
Service(s) Offered: Supported Employment Services, Job-Seeking Skills Training, Job Placement, and Follow Up, Independent Living Services, Assistive Technology, Client Assistance Program, and Disability Determination Services.

## Employment Services

Agency Name: **Easter Seals UCP NC & Virginia**  
Address: 2801 Neuse Blvd., New Bern, NC 28562  
Phone: 252.636.6007  
Fax: 252.636.3732  
Website: [https://www.easterseals.com/NCVA/](https://www.easterseals.com/NCVA/)  
Email: ncworks.6500@nccommerce.com  
Hours of Operation: Monday - Friday from 8am-4:43pm (Except state holidays)  
Service(s) Offered: Leading provider of disability related-services in the communities in which we serve. Our purpose is to provide meaningful and exceptional services so that children and adults living with disabilities and mental health challenges can live, learn, work and play in their communities. We serve Craven, Jones and Pamlico Counties.
Agency Name: **NCWorks Career Center - Craven**  
Address: 2836 Neuse Blvd., New Bern, NC 28562  
Phone: 252.514.4828  
Fax: 252.514.4840  
Email: ncworks.6500@nccommerce.com  
Website: [www.ncworks.gov](http://www.ncworks.gov)  
Hours of Operation: Monday – Friday from 8am-4:30pm (Except state holidays)  
Service(s) Offered: Job Seeker, Veterans, and Business Services. Provides career counseling, resume/interviewing assistance, labor market info, career assessments and WIOA Training Programs. Offers referrals to community partners i.e. DSS, Craven-Pamlico Re-Entry Services, Coastal Community Action, any others. Career Center has a Computer Resource Center comprised of public computers, free internet, fax, and phone services available for work search purposes.

Agency Name: **Senior Community Service Employment Program**  
Address: 407 East Blvd., Williamston, NC 27892  
Phone: 252.792.7816  
Mobile: 252.802.1077  
Fax: 252.792.2479  
Email: griffiny273@gmail.com  
Website: [https://www.ncdhhs.gov](https://www.ncdhhs.gov)  
Hours of Operation: Monday – Friday from 8am-4:45pm (Except state holidays)  
Service(s) Offered: If you are 55 years or older and economically disadvantaged, the Senior Community Service Employment Program (SCSEP) is available to you through the Division of Aging and Adult Services and other agencies in North Carolina. The Senior Community Service Employment Program, funded through Title V of the Older Americans Act, places individuals 55 and older who are economically disadvantaged into useful part-time community service programs while helping them transition into unsubsidized employment.

**Financial/Emergency Services**

Agency Name: **Catholic Charities**  
Address: 502 Middle Street, New Bern, NC 28560  
Phone: 252.638.2188  
Fax: 252.638.2417  
Website: [http://www.catholiccharitiesraleigh.org/new-bern/](http://www.catholiccharitiesraleigh.org/new-bern/)  
Hours of Operation: Monday - Thursday from 8:30am-12pm & 1pm-5pm  
Service(s) Offered: Offers financial assistance, counseling, disaster prep & recovery, senior pharmacy and clinical counseling to the poor, isolated and vulnerable families in Eastern Carolina, regardless of faith. Serves Beaufort, Carteret, Craven, Jones, Onslow and Pamlico Counties.
Agency Name: Religious Community Services  
Address: 919 George Street, New Bern 28570  
Phone: 252.633.2767  
Hours of Operation: Monday – Friday from 8am-1pm  
Website: www.rcsnewbern.com  
Service(s) Offered: Assist the poor, homeless, and most vulnerable populations with surrounding counties. Programs include the Community Kitchen, Clothing Closet, Temporary Shelter, Financial, Prescription & Transportation Assistance and Food/Clothing assistance, but we have other thriving programs to help nourish the whole person: Mind, body, and spirit.

Agency Name: Salvation Army  
Address: 1420 Rhem Ave., New Bern, NC 28560  
Phone: 252.637.2277  
Website: https://www.salvationarmycarolinas.org/  
Hours of Operation: Monday – Thursday from 8:30am-11:30am & 1pm-3:30pm & Fridays from 8:30am-12pm  
Service(s) Offered: Enhances the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity, and helping people in need reach their full potential through learning and the power of work. Provides rent/utilities assistance.

Food Pantries/Soup Kitchens

Agency Name: Food Bank of Central & Eastern North Carolina  
Address: 205 S. Glenburnie Road, New Bern, NC 28560  
Phone: 252.577.1912  
Website: www.newbern.foodbankenc.org  
Service(s) Offered: Distributes food to families who are at or below the poverty line. Serves Carteret, Craven, Jones, Onslow, and Pamlico Counties.

Agency Name: Religious Community Services  
Address: 919 George Street, New Bern 28570  
Phone: 252.633.2767  
Website: www.rcsnewbern.com  
Community Kitchen: Monday – Saturday from 10:30am-11:45am & Sunday 8:30am-9:45am.  
Service(s) Offered: Assist the poor, homeless, and most vulnerable populations with surrounding counties. Programs include the Community Kitchen, Clothing Closet, Temporary Shelter, Financial, Prescription & Transportation Assistance and Food/Clothing assistance, but we have other thriving programs to help nourish the whole person: Mind, body, and spirit.
Agency Name: Salvation Army  
Address: 1420 Rhem Ave., New Bern, NC 28560  
Phone: 252.637.2277  
Website: [https://www.salvationarmycarolinas.org/](https://www.salvationarmycarolinas.org/)  
Hours of Operation: Monday – Thursday from 8:30am-11:30am & 1pm-3:30pm & Fridays from 8:30am-12pm  
Service(s) Offered: Enhances the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to opportunity, and helping people in need reach their full potential through learning and the power of work. Provides rent/utilities assistance.

Agency Name: The Filling Station of Pollocksville  
Address: 221 Main Street, Pollocksville, NC 28573  
Phone: 252.224.1127  
Website: [www.fillingstation1075.com](http://www.fillingstation1075.com)  
Hours of Operation: Monday, Wednesday & Fridays from 9am-1pm  
Food Pantry Hours: Tuesdays & Thursday from 9am-1pm  
Service(s) Offered: Provide for the unmet spiritual, nutritional and development needs of Jones County, NC residents. Distributes nutritional meal ingredients, sponsor senior activities, furnish youth mentoring and development programs.

Health Care

Agency Name: Jones County Health Department  
Address: 418 Hwy 58 North, Unit C, Trenton, NC 28585  
Phone: 252.448.9111  
Fax: 252.448.1443  
Email: health@jonescountync.gov  
Website: [www.jonescountyhealth.com](http://www.jonescountyhealth.com)  
Hours of Operation: Monday – Friday from 8:30am-5pm (Except county holidays)  
Service(s) Offered: Promotes sound health policies, prevent and control the spread of disease, and safeguard the integrity of the environment for all citizens of Jones County.

Agency Name: Merci Clinic  
Address: 1315 Tatum Drive, New Bern, NC 28560  
Phone: 252.633.1599  
Fax: 252.634.9889  
Email: director@merciclinic.org  
Website: [www.merciclinic.org](http://www.merciclinic.org)  
Primary Care Hours: Tuesdays & Thursdays from 8am-5:30pm & Thurs from 10am-8:30pm  
Pharmacy Hours: Tuesdays & Thursday from 10:30am-12pm & 2:30pm-5:50pm  
Service(s) Offered: Provide free confidential, limited dental and pharmaceutical services to low income, uninsured residents of Craven, Jones and Pamlico Counties.
### Legal Services

**Agency Name:** Legal Aid of North Carolina  
**Address:** 301 Evans Street, Suite 102, Greenville, NC 27858  
**Phone:** 252.758.0113  
**Toll Free:** 800.682.4592  
**Website:** [www.legalaidnc.org](http://www.legalaidnc.org)  
**Service(s) Offered:** Provides free legal help to low-income individuals in Beaufort, Carteret, Craven, Hyde, Jones, Martin, Pamlico, Pitt, Tyrell, and Washington Counties.

### Library Services

**Agency Name:** Cove City – Craven County Public Library  
**Address:** 102 N. Main Street, Cove City, NC 28523  
**Phone:** 252.638.6363  
**Fax:** 252.638.4639  
**Website:** [http://newbern.cpclib.org/](http://newbern.cpclib.org/)  
**Hours of Operation:** Monday – Thursday from 2pm-8pm & Friday from 2pm – 6pm  
**Service(s) Offered:** Creates young learners and foster lifelong learning. Provides information, recreational, and educational materials, ample facilities, knowledgeable staff, and access to the online world.

### Local/County Government

**Agency Name:** Jones County Government  
**Address:** 418 Hwy 58 N., Trenton, NC 28585  
**Phone:** 252.448.7571  
**Fax:** 252.448.1072  
**Website:** [www.jonescountync.gov](http://www.jonescountync.gov)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except county holidays)  
**Service(s) Offered:** Provides administrative support for the Jones County Board of Commissioners and is responsible for the operation of departments within the County. The County Manager is responsible for coordination and cooperation of Jones County Government with Federal, State and Local government agencies and the public at large.

**Agency Name:** Jones County Register of Deeds  
**Address:** 101 Market Street, Trenton, NC 28585  
**Phone:** 252.448.2551  
**Fax:** 252.448.1357  
**Email:** sgray@jonescountync.gov  
**Website:** [www.jonescountync.gov](http://www.jonescountync.gov)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except county holidays)  
**Service(s) Offered:** Serves as a depository of record of real estate deeds or other land titles that for the citizens of Pamlico County.
### Mental Health

<table>
<thead>
<tr>
<th>Agency Name:</th>
<th>Integrated Family Services</th>
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</thead>
<tbody>
<tr>
<td>Address:</td>
<td>1916 S. Glenburnie Road, New Bern, NC 28561</td>
</tr>
<tr>
<td>Phone:</td>
<td>252.577.1906</td>
</tr>
<tr>
<td>Fax:</td>
<td>252.577.1907</td>
</tr>
<tr>
<td><strong>24-Hour Crisis Line:</strong></td>
<td><strong>866.437.1821</strong></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.integratedfamilyservices.net">www.integratedfamilyservices.net</a></td>
</tr>
<tr>
<td>Hours of Operation:</td>
<td>Monday – Friday from 8am-5pm</td>
</tr>
<tr>
<td>Service(s) Offered:</td>
<td>Provided a wide variety of comprehensive mental health services in a manner that promotes dignity, respect, and empowerment to all consumers. They serve the following counties: Beaufort, Bertie, Brunswick, Camden, Carteret, Chowan, Columbus, Currituck, Craven, Dare, Gates, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrell and Washington County citizens regardless of insurance.</td>
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<thead>
<tr>
<th>Agency Name:</th>
<th>RHA Health Services</th>
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<tbody>
<tr>
<td>Address:</td>
<td>104 Pirates Road, New Bern, NC 28562</td>
</tr>
<tr>
<td>Phone:</td>
<td>800.848.0180</td>
</tr>
<tr>
<td>Fax:</td>
<td>919.803.2963</td>
</tr>
<tr>
<td><strong>24-Hour Crisis Line:</strong></td>
<td><strong>844.709.4097</strong></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="https://rhahealthservices.org/mobile-crisis-management/">https://rhahealthservices.org/mobile-crisis-management/</a></td>
</tr>
<tr>
<td>Service(s) Offered:</td>
<td>Provides a team of Behavioral Health Professionals and Crisis Intervention Specialists for on-site treatment, stabilization and support for the following counties: Brunswick, Carteret, Craven, Jones, New Hanover, Onslow, Pamlico, and Pender.</td>
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<tr>
<th>Agency Name:</th>
<th>Trillium Health Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>201 West First Street, Greenville, NC 27858</td>
</tr>
<tr>
<td>Business Line:</td>
<td>866.998.2597</td>
</tr>
<tr>
<td><strong>Mobile Crisis Line:</strong></td>
<td><strong>855.345.1200</strong></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.trilliumhealthresources.org">www.trilliumhealthresources.org</a></td>
</tr>
<tr>
<td>Hours of Operation:</td>
<td>Monday – Friday from 8:30am-5pm (Except federal holiday)</td>
</tr>
<tr>
<td>Service(s) Offered:</td>
<td>Manage state and federally funded services for people who receive Medicaid, are uninsured or cannot afford services. Trillium does not provide direct care.</td>
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### Referral & Information Services

<table>
<thead>
<tr>
<th>Agency Name:</th>
<th>NC 2-1-1</th>
</tr>
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<tbody>
<tr>
<td><strong>24-Hour Hotline:</strong></td>
<td>2.1.1. or 888.892.1162</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://https://www.nc211.org">https://www.nc211.org</a></td>
</tr>
<tr>
<td>Hours of Operation:</td>
<td>Available 24 hours a day, 7 days a week, 365 days a year.</td>
</tr>
<tr>
<td>Service(s) Offered:</td>
<td>NC 2-1-1 is an information and referral service provided by United Way of North Carolina. Accessible via an easy-to-remember, three-digit number, families and individuals can call to obtain free and confidential information on health and human services and resources within their community.</td>
</tr>
</tbody>
</table>
Rent/Utilities/Housing

Agency Name: Catholic Charities
Address: 502 Middle Street, New Bern, NC 28560
Phone: 252.638.2188
Fax: 252.638.2417
Website: http://www.catholiccharitiesraleigh.org/new-bern/
Hours of Operation: Monday - Thursday from 8:30am-12pm & 1pm-5pm
Service(s) Offered: Offers financial assistance, counseling, disaster prep & recovery, senior pharmacy and clinical counseling to the poor, isolated and vulnerable families in Eastern Carolina, regardless of faith. Serves Beaufort, Carteret, Craven, Jones, Onslow and Pamlico Counties.

Agency Name: Coastal Community Action
Address: 303 McQueen Blvd., Newport, NC 28570
Phone: 252.223.1630
Email: catissa.head@coastalca.org
Website: www.coastalca.org
Hours of Operation: Monday - Thursday from 8am-5pm & Fridays 8am-4pm
Service(s) Offered: Help change lives by providing needed resources and support. Provides needed services to thousands of residents in our region annually. This includes Head Start and Early Head Start program. Serve the following counties: Carteret, Craven, Jones and Pamlico Counties.

Agency Name: Department of Social Services
Address: 418 NC Hwy. 58N, Unit D, Trenton, NC 28585
Phone: 252.448.2581
Fax: 252.448.5651
Emergency: 252.559.6118
Website: www.jonescountync.gov
Hours of Operation: Monday - Friday from 8am-5pm
Service(s) Offered: Provides Children’s Services, Child Support, Adult Services, Energy Assistance Support, Food Stamp/Work First (TANF), Medicaid and Transportation for the citizens of Jones County.

Agency Name: Religious Community Services
Address: 919 George Street, New Bern 28570
Phone: 252.633.2767
Website: www.rcsnewbern.com
Community Kitchen: Monday – Saturday from 10:30am-11:45am & Sunday 8:30am-9:45am.
Service(s) Offered: Assist the poor, homeless, and most vulnerable populations with surrounding counties. Programs include the Community Kitchen, Clothing Closet, Temporary Shelter, Financial, Prescription & Transportation Assistance and Food/Clothing assistance, but we have other thriving programs to help nourish the whole person: Mind, body, and spirit.
Agency Name: Twin Rivers Opportunities, Inc.
Address: 318 Craven Street, New Bern, NC 28560
Phone: 252.637.3599
Website: [www.twinrivershousing.com](http://www.twinrivershousing.com)
Community Kitchen: Monday – Thursday from 8am-5pm
Service(s) Offered: Provides housing assistance and home ownership opportunities to very low and lower income families residing in Craven, Jones, and Pamlico Counties. This includes Section 8 Rental Assistance, FSS Programs and housing counseling.

### Senior/Home Health Services

**Agency Name:** 3HC, Inc.
Address: 150 Techon Way, Pollocksville, NC 28573
Phone: 252.527.3869
Toll Free: 800.753.4443
24-Hour Referral: 800.692.4442
Website: [www.3hc.org](http://www.3hc.org)
Hours of Operation: Monday – Friday from 8am-5pm (Except federal holidays)
Service(s) Offered: 3HC continues to provide quality care in the comfort of the place you call home through an array of services, such as skilled nursing, physical therapy, occupational therapy, speech therapy, social work and home health nursing aides. 3HC is accredited by CHAP (Community Health Accreditation Partner), a designation shared by only the best providers, in addition to being Medicare and Medicaid certified. We serve Craven, Jones and Pamlico Counties.

**Agency Name:** Coastal Community Action
Address: 303 McQueen Blvd., Newport, NC 28570
Phone: 252.223.1630
Email: catissa.head@coastalca.org
Website: [www.coastalca.org](http://www.coastalca.org)
Hours of Operation: Monday - Thursday from 8am-5pm & Fridays 8am-4pm
Service(s) Offered: Offers Foster Grandparent Program, Retired & Senior Volunteer, Senior Companion, HUD Section 8 Rental Assistance, Weatherization Assistance, Essential Single-Family Rehab Program, Heating/Air Repair & Replacement Program & Children’s Services.

**Agency Name:** Department of Social Services
Address: 418 NC Hwy. 58N, Unit D, Trenton, NC 28585
Phone: 252.448.2581
Fax: 252.448.5651
Emergency: 252.559.6118
Website: [www.jonescountync.gov](http://www.jonescountync.gov)
Hours of Operation: Monday - Friday from 8am-5pm
Service(s) Offered: Provides Children’s Services, Child Support, Adult Services, Energy Assistance Support, Food Stamp/Work First (TANF), Medicaid and Transportation for the citizens of Jones County.
**Agency Name:** Eastern Carolina Council  
**Address:** 233 Middle Street, Suite 300, New Bern, NC 28563  
**Phone:** 252.638.3185 ext. 3001  
**Website:** [http://www.eccog.org/](http://www.eccog.org/)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except holidays)  
**Service(s) Offered:** To advocate, plan, develop and support comprehensive system of quality services designed to attain and preserve quality of life, health, and independence of older adults, individuals with disabilities, and caregiver.

**Agency Name:** Jones County Senior Center  
**Address:** 147 Francks Field Road, Trenton, NC 28585  
**Phone:** 252.448.1001  
**Fax:** 252.745.3144  
**Website:** [www.jonescounty.nc](http://www.jonescounty.nc)  
**Hours of Operation:** Monday – Friday from 7:30am-5pm (Except holidays)  
**Service(s) Offered:** To promote and improve the well-being of older adults and to develop and provide appropriate facilities and services to older adults to enhance their quality of life.

### Services for the Blind

**Agency Name:** NC Division of Services for the Blind  
**Address:** 3240 Burnt Mill Drive, Suite 7, Wilmington, NC 28403  
**Phone:** 910.251.5743  
**Fax:** 910.251.2660  
**Email:** kim.joyner@dhhs.nc.gov  
**Website:** [https://www.ncdhhs.gov](https://www.ncdhhs.gov)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except federal holidays)  
**Service(s) Offered:** Provides services to people who are visually impaired, blind, and deaf-blind to help them reach their goals of independence and employment.

### Services for Deaf & Hard of Hearing

**Agency Name:** NC Division for the Deaf & Hard of Hearing  
**Address:** 2705 Wooten Blvd., Wilson, NC 27893  
**Toll Free:** 800.999.6828  
**Video Phone:** 252.674.1141  
**Fax:** 252.243.7634  
**Website:** [https://www.ncdhhs.gov](https://www.ncdhhs.gov)  
**Hours of Operation:** Monday – Friday from 8am-5pm (Except federal holidays)  
**Service(s) Offered:** Work to ensure all Deaf, Hard of Hearing, or Deaf-Blind North Carolinians have the ability to communicate their needs and to receive information easily and effectively in all aspects of their lives.
Substance Abuse Services

Agency Name: Alcoholics Anonymous Eastern North Carolina
24-Hour Hotline: 252.633.3716
Website: http://www.aaeasternnc.org/
Service(s) Offered: Narcotics Anonymous is a global, community-based organization with a multilingual and multicultural membership. Membership is free. Down East Area covers the following counties: Beaufort, Carteret, Craven, Jones, Pamlico, Pitt and Wayne.

Agency Name: NC Region of Narcotics Anonymous - Down East Area
Address: DEANA, P. O. Box 590, Bridgeton, NC 28519
24-Hour Hotline: 866.321.1631
Website: http://www.ncregion-na.org/down-east-area
Service(s) Offered: Narcotics Anonymous is a global, community-based organization with a multilingual and multicultural membership. Membership is free. Down East Area covers the following counties: Beaufort, Carteret, Craven, Jones, Pamlico, Pitt and Wayne.

Agency Name: Port Health Services
Address: 1309 Tatum Drive, New Bern, NC 28560
Phone: 252.672.8742
Fax: 252.638.3742
Crisis Line: 866.488.7678
Website: http://www.porthealth.org/
Service(s) Offered: Improves the lives, health, and well-being of individuals and families dealing with substance use and mental health disorders by providing a comprehensive range of services.
Transportation

Agency Name: Craven Area Rural Transit System (CARTS)
Address: 2822 Neuse Blvd., New Bern, NC 28562
Phone: 252.636.4917
Fax: 252.636.4919
Website: www.cravencountync.gov
Hours of Operation: Monday – Friday from 7am-5:15pm (Except county holidays)
Service(s) Offered: Operates a fleet of 29 vehicles to accommodate the elderly and/or handicapped and a variety of other vehicles. It provides scheduled routes to Human Service Agencies served by the system (i.e. DSS, Monarch, Port Human Services, Senior Citizen’s Center, etc.). Fares ranges from $1 to $6.75 according to zoned distances.

Veteran Services

Agency Name: Jones County Veteran Services Office
Address: 418 Hwy 58 N. Unit D, Trenton, NC 28585
Phone: 252.448.1121
Fax: 252.448.1040
Email: veterans@jonescountync.gov
Website: www.jonescountync.gov
Hours of Operation: Monday - Wednesday from 8am-5pm
Service(s) Offered: Assist all Jones County military veterans and their eligible family members with applying for benefits through the Department of Veteran Affairs and other agencies. Please call and schedule an appointment.

Agency Name: NCServes - Coastal
Address: 237 New River Drive Suite 1, Jacksonville, NC 28540
24 Hour Hotline: 844.435.1838
Website: http://coastal.americaserves.org/
Hours of Operation: Tuesday, Wednesday & Thursday from 11am-3pm
Service(s) Offered: Offer service members veterans, and their families access to a class-leading continuum of providers that runs the gamut from superior housing and emergency service providers to employment, recreation and fitness, financial capabilities and more.

Agency Name: Veteran Crisis Line
24 Hour Hotline: 800.273.8255 and Press 1
Website: https://www.veteranscrisisline.net/
Service(s) Offered: If you’re a Veteran in crisis or concerned about one, there are caring, qualified VA responders standing by to help 24 hours a day, 7 days a week. The Veterans Crisis Line is a free, anonymous, confidential resource that’s available to anyone, even if you’re not registered with VA or enrolled in VA health care.